

SW-20445A-09-0077
W-02450A-09-0081
W-20446A-09-0080
W-01732A-09-0079
W-02451A-09-0078
W-01212A-09-0082

ORIGINAL



0000105969

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 - 83618

Date: 12/9/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Frank Last: Fitch

Account Name: Frank Fitch

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Customer against rate increase due to being on a fixed income, is upside down on his home and these increases could be fatal.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed.

End of Comments

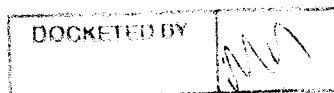
Date Completed: 12/9/2009

Opinion No. 2009 - 83618

Arizona Corporation Commission

DOCKETED

DEC - 9 2009



RECEIVED
2009 DEC - 9 P 4: 08
AZ CORP COMMISSION
DOCKET CONTROL

W-20445A-09-0077
V-02450A-09-0081
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V-01732A-09-0079
V-02451A-09-0078
V-01212A-09-0082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 83575

Date: 12/8/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Tanvir Aminah

Brelvi

Account Name: Tanvir Aminah Brelvi

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Maricopa

CBR:

State: AZ Zip: 85139

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

*****Docket No's SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082

REFERENCE: Global Water-Santa Cruz Water Company

I appreciate being given the opportunity to speak. I write as a concerned resident of Maricopa. I understand that there is discussion to possibly rise our water bill in this town to as much as twice what we currently pay. For me that could be up to \$160 a month just for water.

Yes, I understand that Maricopa has not blossomed to the residential population we were hoping. As you know, we are all suffering from that. My property value of my home and taxes show the penalty to not having the residents we should have,

If Maricopa goes ahead and raises the water rates to what you are proposing, understand you will only be adding to those who are quickly moving out of this town. I urge you to please reconsider this rate hike.

I am a single person, already fighting to pay the bills I currently do on a monthly basis. I am a good citizen of this town, state and country, paying all of my bills on time. It would only hurt me and others in my situation if you choose to ignore our letters and charge us the rates you are planning to.

Thank you for taking the time to hear my concerns. I certainly hope you reconsider your decision, as it will not only effect me, but also the hundreds of others who are simply looking to keep things just the way it is.

Sincerely,
Tanvir Aminah Brelvi
Local Resident of Maricopa

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

*****Docket No's SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082

REFERENCE: Global Water-Santa Cruz Water Company

Noted and filed in Docket Numbers by Trish Meeter

End of Comments

Date Completed: 12/8/2009

Opinion No. 2009 - 83575

SW-20445A-09-0077
W-02450A-09-0081
W-20446A-09-0080
W-01732A-09-0079
W-02451A-09-0078
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 83588

Date: 12/8/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Jay & Judy**

Roberson

Account Name: Jay & Judy Roberson

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company. **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name: Patty Greco

Contact Phone: [REDACTED]

Nature of Complaint:

*****Docket No's SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082

REFERENCE: Global Water-Santa Cruz Water Company

To: Arizona Corporation Commission
Utilities Division
1200 W. Washington Street
Phoenix, Arizona 854072996
From:

Re: Global Water Rate Increase

Docket Numbers: SW-20445A-090077 W-02451A-09-0078 W-01732A-09-0079, W-20445A-09-0080, W-02450A-09-0081, W-01212A-09-0082

In the matter of the aforementioned docket numbers, I, the undersigned, a resident of Maricopa, Arizona, located in Pinal County, do hereby oppose the proposed increases from Global Water for the following reasons:

The proposed increase will have a financial impact on my personal budget as well as my Homeowners Association budget. My HOA is already facing significant challenges due to delinquencies and foreclosures and this will only serve to make conditions worse.

The proposed rate increases are purely profit-driven so that major stakeholders and investors will realize a higher rate of return. Increases do not propose improvements to service, quality of water, or distribution and there are no plans to improve existing, or build new, infrastructures.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Maricopa is one of the hardest hit areas in the country for foreclosures. Proposed increases will be detrimental, to attracting builders and buyers, which further diminishes already reduced real estate values. Associations cannot raise assessments enough to cover increases, which will force a severe reduction in maintaining green healthy landscaping. Aesthetics are the "first impression" of a community and often, one of our biggest and most visible amenities. If the increased rates are approved as proposed, it will severely limit our ability to maintain those amenities, thus creating a less than desirable appearance to residents, visitors, guests and potential buyers.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

*****Docket No's SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082

REFERENCE: Global Water-Santa Cruz Water Company

Noted and filed in Docket Numbers by Trish Meeter

End of Comments

Date Completed: 12/8/2009

Opinion No. 2009 - 83588

SW-20445A-09-0077
W-02450A-09-0081
W-20446A-09-0080
W-01732A-09-0079
W-02451A-09-0078
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 83578

Date: 12/8/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Anthony**

Gonsalves

Account Name: Anthony Gonsalves

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Maricopa

CBR:

State: AZ

Zip: [REDACTED]

is:

Utility Company. **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

*****Docket No's SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082

REFERENCE: Global Water-Santa Cruz Water Company

[REDACTED]
Maricopa, AZ [REDACTED]

December 02, 2009

Arizona Corporation Commission
Utilities Division,
1200 W. Washington Street
Phoenix, AZ 85007-2996

Subject: Global. Water Rate Increase

Reference Docket Numbers: SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082

To Whom it May Concern:

In the matter of the aforementioned docket numbers, I, the undersigned, a resident of Maricopa, Arizona, located in Pinal County, do hereby oppose the proposed increases from Global Water. The following are the reasons for which I am opposed:

The proposed increase will have a significant financial impact on my personal budget. In the current economic

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

climate, when business are experiencing reductions in sales and are taking action to reduce costs by any means necessary, employees are asked to shoulder the burden through the use of reductions in force or work hour reduction, in either case this means that they have less income. With that in mind any increases in the cost of living, which water is a basic necessity for life, become nearly impossible for citizens to sustain, or support.

Not only will the proposed increase have negative financial impacts for me personally at my residence, but it will also cause an, increase in the assessment from my Homeowners Association which increases my dues. My Homeowners Association already faces significant budgetary challenges due to the high number of delinquencies and foreclosures brought on by the economic down turn and this increase will only serve to worsen conditions.

The proposed rate increases are purely profit-driven which will only benefit major stakeholders and investors as they will realize a higher rate of return. These increases do not propose improvements to service, quality of water, or distribution and there are no plans to improve existing, or build new, infrastructures.

Maricopa is one of the hardest hit areas in Arizona, let alone the country, for foreclosures. Proposed increases will be detrimental, to attracting builders, buyers, businesses and retail sales, which further diminishes already reduced real estate values. With a limited base with which to distribute costs, Homeowners Associations cannot raise assessments enough to cover the proposed increases, which will force a severe reduction in the maintenance of green common areas and ensuring healthy landscaping. Aesthetics are the "first impression" of a community and often, one of our biggest and most visible amenities. If the increased rates are approved as proposed, it will, severely limit our ability to maintain those amenities, thus creating a less than desirable appearance to residents, visitors, guests and potential buyers.

Thank you very much for your time and consideration. Please feel free to contact me at anthony.gonsalves@asu.edu if you have any questions or concerns.

Best regards,
Anthony Gonsalves
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

*****Docket No's SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082

REFERENCE: Global Water-Santa Cruz Water Company

Noted and filed in Docket Numbers by Carmen Madrid

End of Comments

Date Completed: 12/8/2009

Opinion No. 2009 - 83578

SW-20445A-09-0077
W-02450A-09-0081
W-20446A-09-0080
W-01732A-09-0079
W-02451A-09-0078
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 83567

Date: 12/7/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Irineo & Adoracion

Agustin

Account Name: Irineo & Adoracion Agustin

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Maricopa

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

*****Docket No's SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082

REFERENCE: Global Water-Santa Cruz Water Company

October 21, 2009

Arizona. Corporation Commission
Consumer Services Section
1200 W. Washington. St.
Phoenix, Arizona 85007

Re: Global Water-Docket #'s SW-20445A-09-0077, W-01732A-09-0079, W-02450A-09-0081, W-02451A-09-0078, W-20446A-09-0080, and W-01212A-09-0082

To Whom It May Concern:

As a customer of Global Water, I wanted to voice my concern over their request for a rate increase. Given the current economy, we are all suffering in one way or another. Many people lost money this past year on their investments and 401K's, some have lost jobs, others live on fixed incomes, and there are those who are struggling just to keep their homes.

We also have concerns for our neighborhoods. Many people live in communities with a Homeowners Association that have large water bills. In our community of Alterra, we have cut back on water usage. We chose not to over seed the grass areas in our parks again this year and we are in the process of removing the water feature at the community entrance. Even with these changes, we still struggle due to the lack of funds

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

from foreclosures and under built lots, The amenities put in by builders are hard to support and afford when a community is not completely built out.

An increase at this time, especially at the rate being suggested, would cause a great hardship for many people and, communities in the City of Maricopa. Should you have questions regarding this letter, I can be reached as follows:

Address - [REDACTED]

Phone - [REDACTED]

Email- [REDACTED]

Sincerely,

Irineo B. Agustin

Adoracin Agustin

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

*****Docket No's SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082

REFERENCE: Global Water-Santa Cruz Water Company

Noted and filed in Docket No's by Carmen Madrid

End of Comments

Date Completed: 12/7/2009

Opinion No. 2009 - 83567

SW-20445A-09-0077
W-02450A-09-0081
W-20446A-09-0080
W-01732A-09-0079
W-02451A-09-0078
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 83570

Date: 12/7/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Dixie R.**

Steffey

Account Name: Dixie R. Steffey

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Maricopa

CBR:

State: AZ Zip: 85138

is:

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

*****Docket No's SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082

REFERENCE: Global Water-Santa Cruz Water Company

Dixie R. Steffey, Ph.D.

[REDACTED]
MariGopa, Arizona
December 1, 2009

Arizona Corporation Commission
Consumer Services Section
1200 W. Washington
Phoenix, Arizona 85007

RE: Docket # SW-0445A-09-0077
Global Water Proposed Rate Increase

Dear Sirs:

I am vehemently opposed to the exorbitant rate hikes proposed by Global Water in Maricopa. The rates opposed are those associated with sewer fees. An increase of 119% is entirely too much. Not only will this increase impact the individual homeowner's monthly bills, but will cause truly undue increases in HOA fees which the homeowner must pay. To gouge the HOAs for an increase of such proportions for minimal sewer use (most of the water goes into ground in watering the landscapes) is just corporate greed!

As a senior citizen living on a fixed income, I have been very conservative in my water usage. I use well under

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

the average amount attributed to individual homeowners, I already pay 140% more for sewer than for water usage. In my 40 years living in the desert, I have never had such usury prices charged!

I have spoken with many people living in my area of town. They are considering abandoning their properties because of inability to pay these increases. Is this what the ACC supports? To abandon these houses just when Maricopa is starting to turn around will only contribute to a smaller income for Global Water due to disconnects and to even more foreclosures in a community struggling to overcome the greed of the "bubble". I understand that the ACC is an elected body to represent the tax payers-not the large corporate entities-to promote a fair and equitable solution. To increase fees in order to give investors a 10% return on their money is foolhardy and unethical. The average tax payer that this increase effects has not seen a 10% return on their money for many years!

In addition, I should like to add that Global Water has many working issues. I have signed up for paperless statements and ACH payments to pay my bill. The service is intermittent at best. I have waited for service in the office in Maricopa for over an hour, only to be told that they cannot handle the problem. I have waited too many times to count for over 30 minutes for a customer service representative to fix the problem, only to be told that they cannot fix it. Each person has indicated that their computer screen indicates that I have all of these services. Yet, cannot access my statement on their website. I still receive paper statements which occasionally indicate that I must pay the bill rather than noting a preauthorized payment (AKA ACH payment). How am I supposed to know that their computer is as I have requested? Finally, I reached a representative today who indicated that he would contact the Webmaster and would return my call to give me dispensation of the case including fixing their computer glitch.

This company is so poorly run in terms of Customer Service and Bill Paying, that they do not deserve a raise!!!! Should you wish to contact me regarding any of my comments, please do so by email: [REDACTED].

Sincerely,
Dixie R. Steffey, Ph.D.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

*****Docket No's SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082

REFERENCE: Global Water-Santa Cruz Water Company

Noted and filed in Docket Numbers by Carmen Madrid
End of Comments

Date Completed: 12/7/2009

Opinion No. 2009 - 83570

SW-20445A-09-0077
W-02450A-09-0081
W-20446A-09-0080
W-01732A-09-0079
W-02451A-09-0078
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 83580

Date: 12/8/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Michael & Lisa**

Walker

Account Name: Michael & Lisa Walker

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Maricopa

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: **Global Water-Santa Cruz Water Company**

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

*****Docket No's SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082

REFERENCE: Global Water-Santa Cruz Water Company

Michael arid. Lisa Walker

Maricapa, AZ [REDACTED]

November 22, 2009

Arizona Corporation Commission
Utilities Division
1200 W, Washington
Street Phoenix, AZ 85007-2996

Re: Global Water Proposed Rate Inceaaes

Docket Numbers- SW-20445A-09-0077 W-02451A-09-0078 W-01732A-09-0079 W-20446A-09-0080 W-02450A-09-0081 W-01212A-09-0082

Dear Arizona. Corporation Commission:

This letter is to inform that we are vehemently opposed to the water and sewer charge increases proposed by Global Water. We have owned our home in Maricopa for just about 5 years. When we arrived and received our first bill we experienced some shock that we had to pay between \$75.00 and \$80.00 a month for water and

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

sewage fees but had been previously paying approximately \$33.00 a month for water, sewer, and trash in Chandler.

Global Water is a company with no scruples and the quality of their water is horrible. Their levels of minerals and chemicals may be within state limits but every sink, faucet, and toilet in our home has been corroded so badly that many of them had to be replaced. We finally invested in a \$2,000 water softener which has helped a bit. I have continually complained about the rotten egg stench in my neighborhood. I live one street over from the Global Water plant. There is a main line that runs down Sun land Drive. You can put your face over the manhole and smell the rotten egg smell (assuming sewage) coming right out of the manhole top. At times during high usage there is actually a scent of laundry soap and rotten eggs. This same smell is evident on the South side of Rancho El Dorado Parkway and in many areas around Maricopa. As far as we are concerned Global Water is not properly treating their water and doing NOTHING to correct the problem. Maricopa stinks not from cows but raw sewage! We have complained to Global Water multiple times about this issue and it is has never been corrected.

Due to cash flow issues (mortgage payments and every utility payment due at the beginning of the month) our payment to Global Water was typically a few days late. We would pay the late fee with our bill. Our bill had NEVER not been paid. One time we inadvertently did not pay our Global Water bill. Global Water arrived at our home at 4:00pm and Shut off the water for non-payment. We NEVER received a notice of non-payment in the mail. Global Water "showed" they had sent the letter and told us to take it up with the post office. Unfortunately per Arizona Corporation Commission rules you do not require actual proof that the letter was delivered so we had no recourse. The person who shut off our water indicated that once we were 8 days past due, Global Water would shut off our water. We believe that is a highly unreasonable short period of time. Per Global Water our water could not be turned on until the next day with an additional \$60.00 fee. We noticed the same thing happen to a neighbor. Global Water came and shut off the water around 4:00pm. It is our belief they do this to ensure that we cannot get our water turned back on the same day and therefore have to go a day without water.

Global Water also does not provide customer service and office hours that are reasonable. We have resorted to making payments at the Global Water office to ensure we have a receipt that our water bill was actually paid and on time. Just recently, we knew we could not get to the office on a Friday afternoon as our bill was due Saturday and of course they are not open. I placed a phone call to Global Water to make a payment over the telephone using the 1-804 number they provided for Maricopa. I was placed on hold for almost 40 minutes before I was able to talk to a Customer Service Representative.

We're responsible and continue to pay our mortgage and our outrageous utility bills. Between Global Water and Electrical District No. 3 we paid almost \$600 a month this Summer. That is half of our mortgage! We're down to about \$400 now but of course gas will go up pushing us back to about 500. We are not excess consumers of water or electricity. The utility bills are killing us here and if they continue to rise or even stay where they're at we're going to have to foreclose! In addition, our HOA is already warning us that HOA fees will go up due to the proposed increases by Global Water.

During these economic times, Global Water is being irresponsible by proposing these outrageous rare hikes. They are unjustified as their quality of water and service is horrible and it is not our responsibility to ensure that they make a profit with a proposed rate of return that many of us would envy. Most companies during this downturn are lucky to evemn break even.

Vote NO to the proposed increases by Global Water.

Sincerely,
Concerned Maricopa Homeowners
Michael, Walker Lisa Walker
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

*****Docket No's SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082

REFERENCE: Global Water-Santa Cruz Water Company

Noted and Filed in Docket Numbers by Carmen Madrid

End of Comments

Date Completed: 12/8/2009

Opinion No. 2009 - 83580
